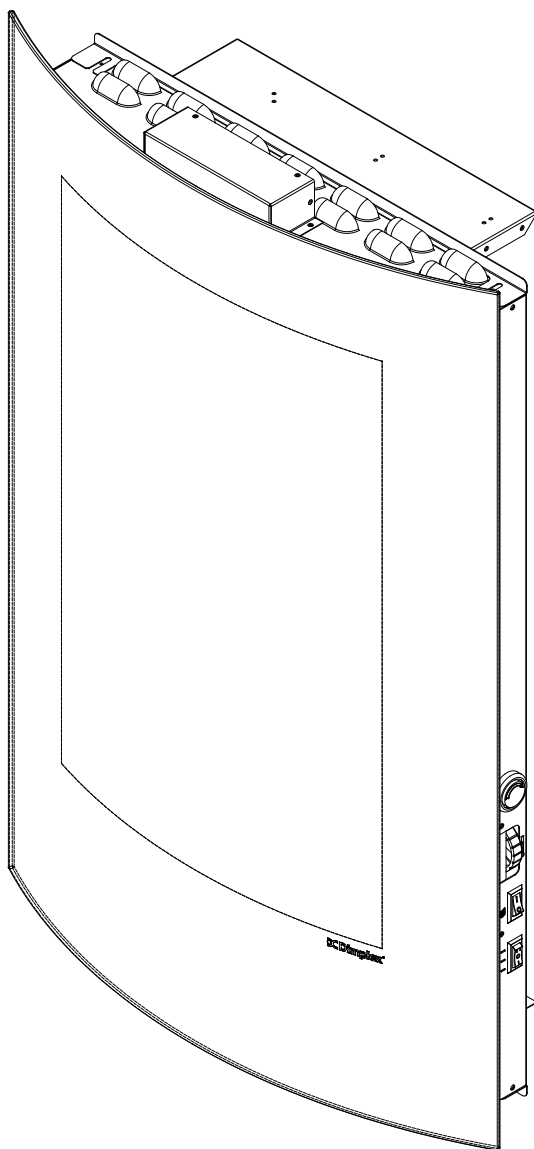




Better solutions through innovation



# Service Manual

**Model Number**

**VCX1525**

**VCX1525-WH**

**UL Part Number**

**6904000100**

**IMPORTANT SAFETY INFORMATION:** Always read this manual first before attempting to service this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

**Dimplex North America Limited**

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In keeping with our policy of continuous product development, we reserve the right to make changes without notice.

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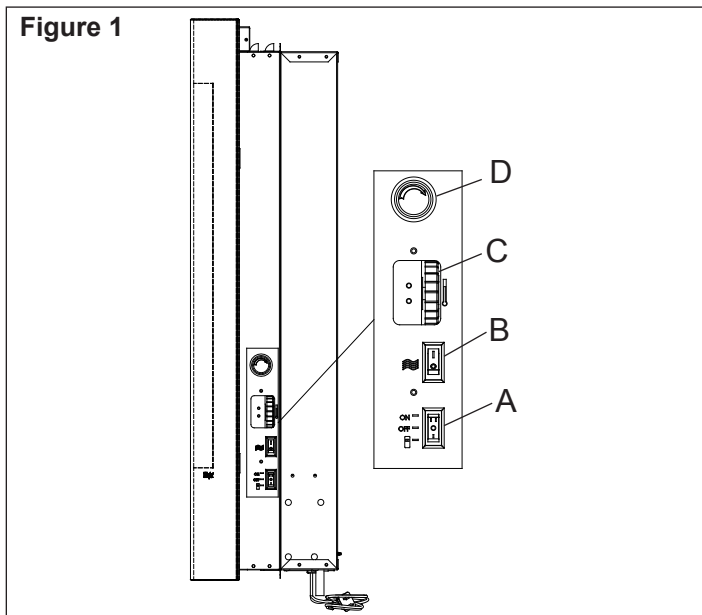
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Always use a qualified technician or service agency to repair this fireplace.


- ! **NOTE:** Procedures and techniques that are considered important enough to emphasize.
- ⚠ **CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.
- ⚠ **WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.


# OPERATION


The controls are located on the right hand side of the fireplace (Figure 1).



## A. 3-Position Switch

The switch has two ON positions marked with  and "ON". The "ON" position is for manual operation. In this position the built-in remote control is by-passed.

The  position is for operating the unit with the provided remote control.

When in  position the unit is operated with the ON and OFF buttons of the remote control.

When the switch is in the center position the unit is off.

## B. Heater On/Off Switch

The Heater On/Off Switch supplies power to the heater fan and the heater element.

When the switch is in the ON position the heater operates if the thermostat calls for heat.

## C. Heater Thermostat Control

To adjust the temperature to your individual requirements, turn the thermostat control upward all the way to turn on the heater. When the room reaches the desired temperature, turn the thermostat knob downward until you hear a click. Leave in this position to maintain the room temperature at this setting. For additional heat, turn upward until you hear the click again and the heater will turn on.

## D. Top Light Dimmer Control

The top Top Light Dimmer Control controls the brightness of the top accent light that is used to illuminate the pebbles

## Resetting The Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the fireplace off and it will not come back on without being reset. It can be reset by switching the 3-Position Switch to OFF and waiting five (5) minutes before switching the unit

back on.

**CAUTION:** If you need to continuously reset the heater, disconnect power and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).

## Remote Control

The fireplace is supplied with a radio frequency remote control. This remote control has a range of approximately 50 feet (15.25 m), it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with one of hundreds of independent frequencies to prevent interference with other units.

**NOTE:** Before attempting any operation with the remote, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 2).

## Remote Operation


The fireplace is supplied with an integrated on/off remote control

**NOTE:** Ensure that the fireplace 3-Position Switch is set to the remote control setting.

To operate, push the ON button to turn fireplace on, push the OFF button to turn the fireplace off.

## Remote Control Initialization/Reprogramming

If the remote control or receiver has been replaced, follow these steps to initialize the remote control and receiver:

1. Set the 3-Position switch to OFF.
2. Wait a minimum of five (5) seconds and set the 3 Position Switch to the  position.
3. Within 10 seconds of re-acquiring power, press the ON button located on the remote control.

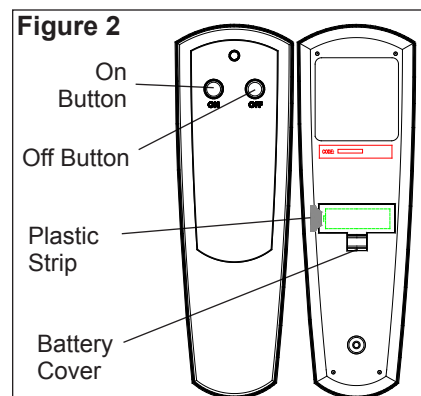
**NOTE:** You will have only 10 seconds to perform this last step. Failure to do so will result in these steps needing to be followed again.


This will synchronize the remote control and receiver.

## Battery Replacement

To replace the battery:

1. Slide battery cover open on the remote control (Figure 2).
2. Install one (1) 12-Volt (A23) battery in the battery holder.
3. Close the battery cover



 Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

## MAINTENANCE

**⚠ WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

### Light Bulb Replacement

Turn unit off, allow at least five (5) minutes for light bulbs to cool before touching bulbs to avoid accidental burning of skin.

Light bulbs need to be replaced when you notice a dark section of the flame. There are two (2) bulbs, which generate the flames.

**Tool Requirements:** Philips screw driver

**Helpful Hints** - It is a good idea to replace all light bulbs at once if they are close to the end of their rated life. Group replacement will reduce the number of times you will need to open the unit to replace light bulbs.

**Light Bulb Requirements:** Quantity of two (2) 60 Watt chandelier or candelabra bulbs with E-12 (small) socket base, 120 Volt.

**Do not exceed 60 Watt per bulb**

### Bulb Replacement Instructions:

- ① Disconnect power supply to the fireplace either by unplugging the fireplace or switch off at the breaker panel.
- ② Remove glass assembly. Remove the screws securing the glass assembly on the chassis (Figure 3).
- ③ Hold on to the glass assembly with both hands then lift the whole assembly straight up to remove (Figure 4).
- ④ Remove the two (2) screws securing the light block as shown in Figure 5, then remove the light block.
- ⑤ Reach in and turn the burnt bulb(s) counterclockwise to remove.

- ⑥ Replace with new bulbs.

- ⑦ Reassemble light block and glass assembly in reverse order.

### Glass Cleaning

The front glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the front glass may collect dust particles, these can be removed by dusting lightly with a clean dry cloth.

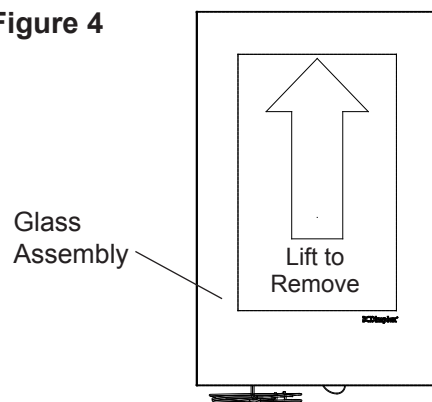
To remove fingerprints or other marks, the glass can be cleaned with a damp cloth. The glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the glass surface.

### Fireplace Surface Cleaning

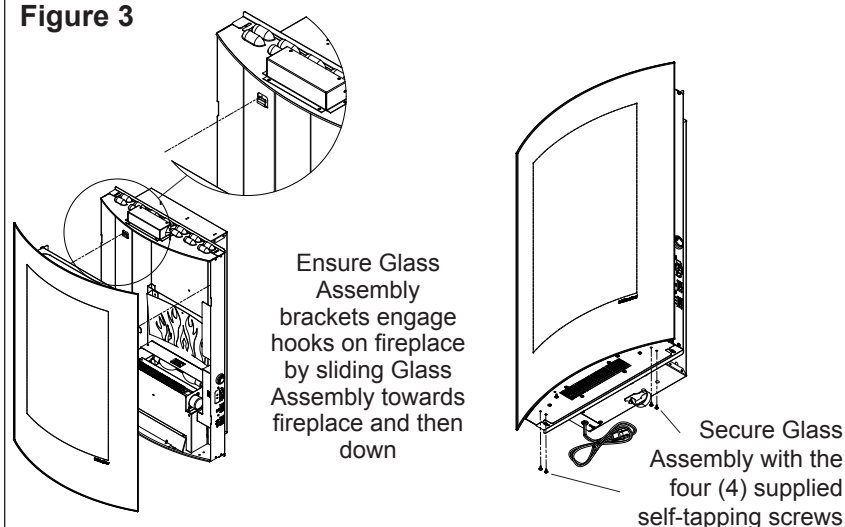
To remove fingerprints or other marks, the exterior finish can be cleaned with a damp cloth with a mild detergent. The surface should be completely dried with a lint free cloth to prevent water spots.

To prevent scratching, do not use abrasive cleaners or spray liquids on any surface.

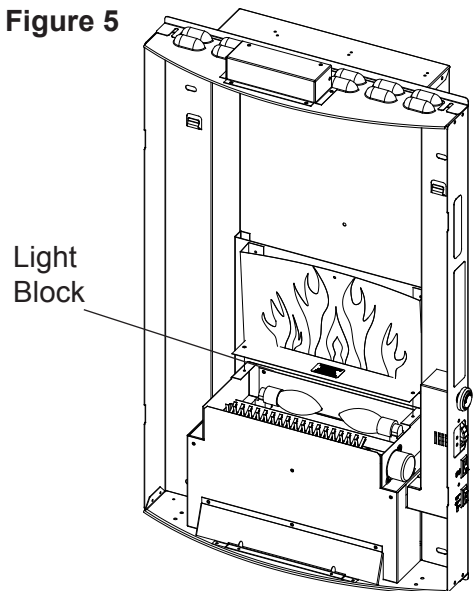
**Figure 4**



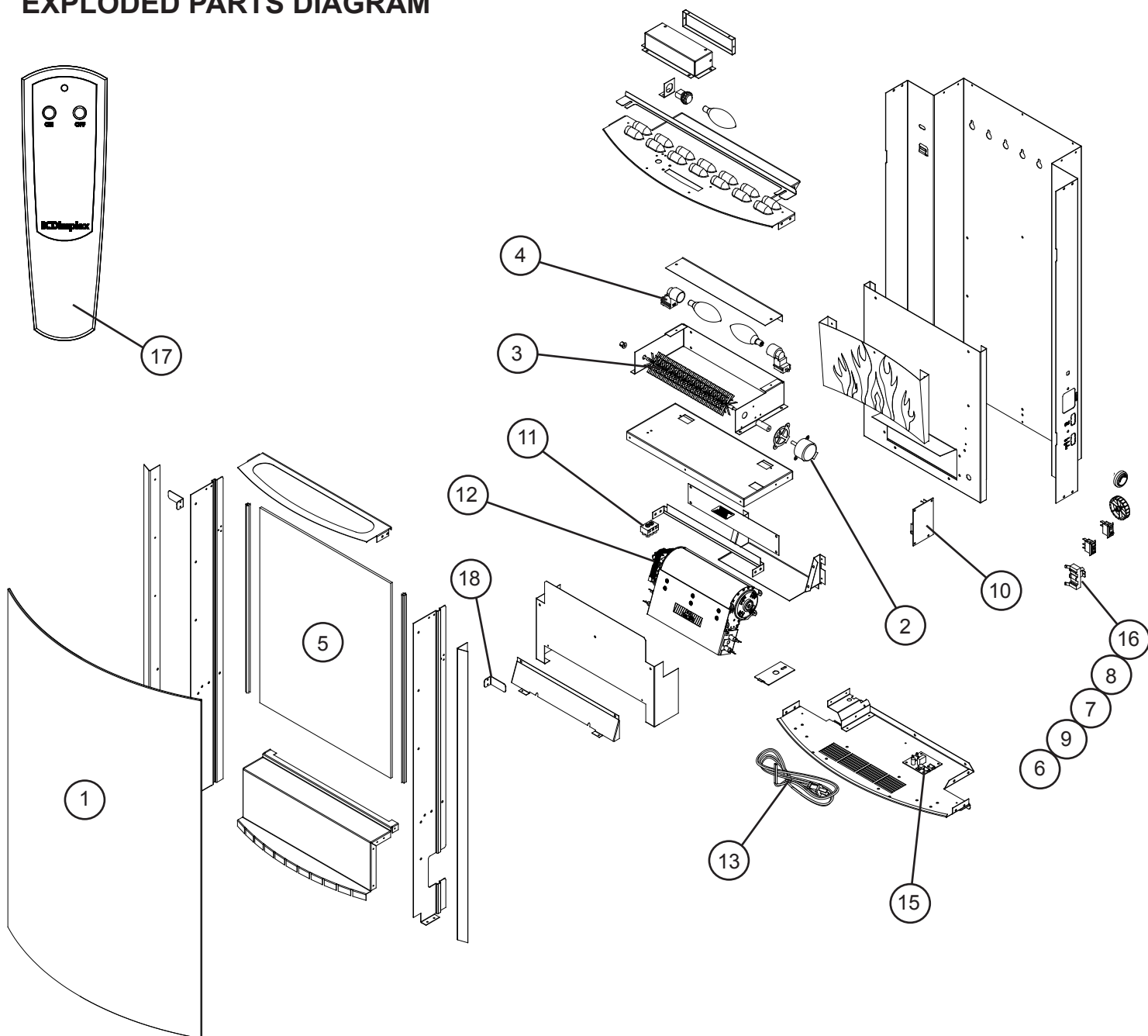
**Figure 3**



**Figure 5**



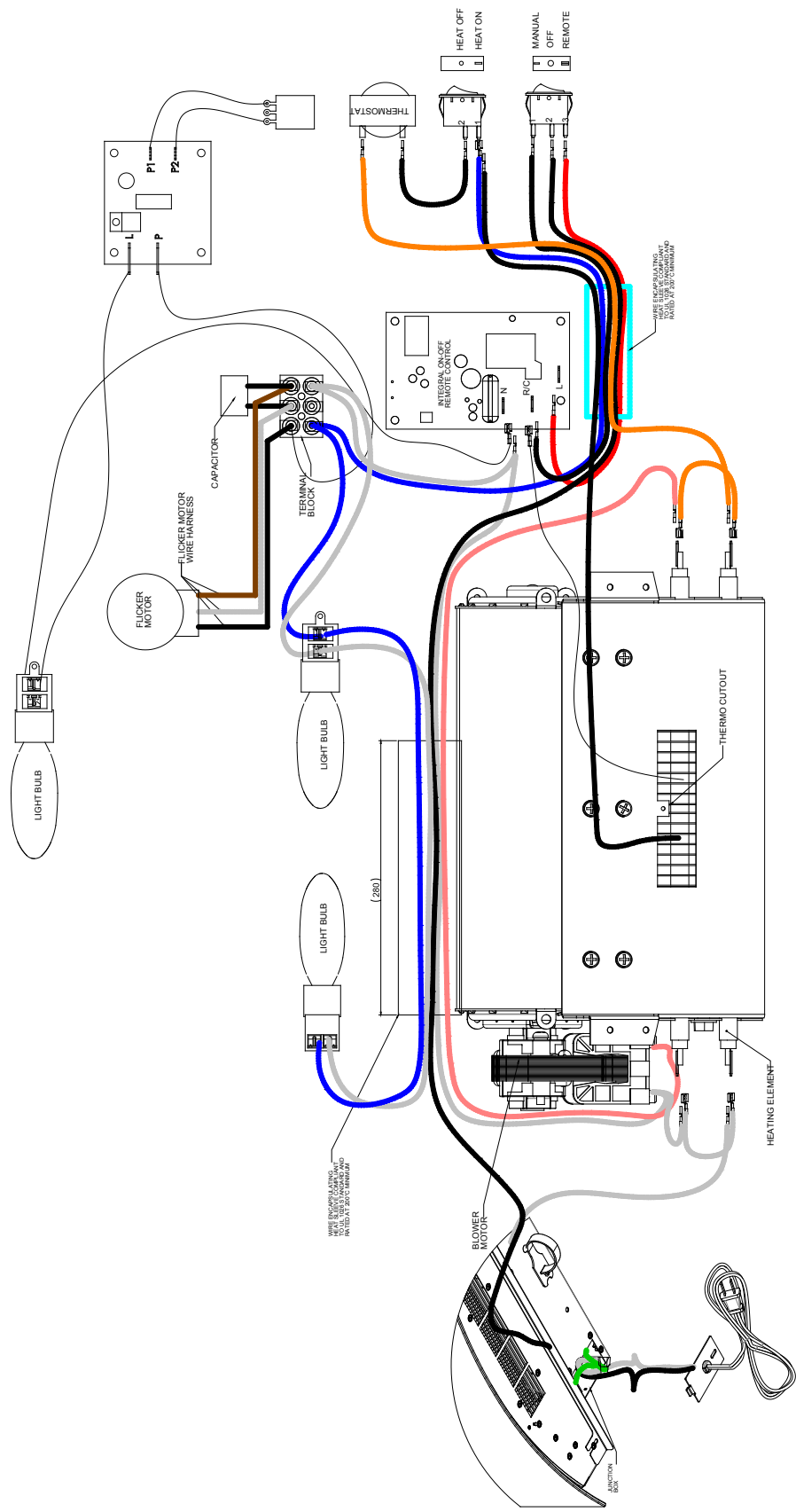
# EXPLODED PARTS DIAGRAM



## REPLACEMENT PARTS LIST

1. Front Glass . . . . .	5901170100RP	12. Heater Assembly . . . . .	6904280200RP
VCX1525WH. . . . .	5901170200RP	13. Power Cord . . . . .	4100090104RP
2. Flicker Motor . . . . .	2000210300RP	14. Upper Light Harness . . . . .	2500400400RP
3. Flicker Rod . . . . .	5901110100RP	15. Dimmer Control . . . . .	3000250100RP
4. Lower Light Harness . . . . .	4200121000RP	16. Dimmer Control Knob . . . . .	8800000600RP
5. Partially Reflective Glass. . . . .	5901180100RP	17. Remote Control . . . . .	3000370500RP
6. Thermostat . . . . .	2300150100RP*	18. Media Tray Retaining Bracket. . . . .	1020410159RP
7. On/Off Heater Switch . . . . .	2800070700RP	19. Black Stone Media . . . . .	1400050100RP
8. Thermostat Control Knob . . . . .	8801080100RP	20. River Rock Media (VCX1525WH). . . . .	1400080100RP
9. 3-Position Switch. . . . .	2800071100RP	21. Cutout . . . . .	2300201200RP
10. Remote Control Receiver . . . . .	3000380200RP	22. Hardware Kit . . . . .	VCX1525WH-HW
11. Terminal Block. . . . .	4000070100RP		

WIRING DIAGRAM



## PREPARATION FOR SERVICE:

**Tools Required:** Philips head screwdriver  
Wire Cutter

**! IMPORTANT:** Please proceed with the following steps in preparation for replacement of **ONLY** the following parts.

- Heater Assembly
- Lower Light Harness Assembly

These preparation instructions do not apply to the flicker motor; upper light harness; the switches or thermostat replacement.

**⚠ WARNING:** If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

**⚠ WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove glass assembly:

- Remove the screws securing the glass assembly on the bottom of the chassis. (Figure 3)
- Hold on to the glass assembly with both hands and lift the whole assembly straight up to remove. (Figure 4)
- Set glass assembly aside in an upright position so that the pebbles don't fall out of the top opening.

2. Remove the fireplace from the wall:

i. Surface Mount: partially loosen the screws from the keyhole mount openings on the back panel. Loosen approximately 1/8th of an inch, just enough to lift the unit off the mounting screws.

**! NOTE:** Take note of which keyholes were used for mounting so it can be put back into the same position once service is complete.

ii. Partial Recessed Mount: Remove the 4 wood screws attached to the back panel, located on top and bottom of both the left and right side of the unit, releasing it from framed wall opening.

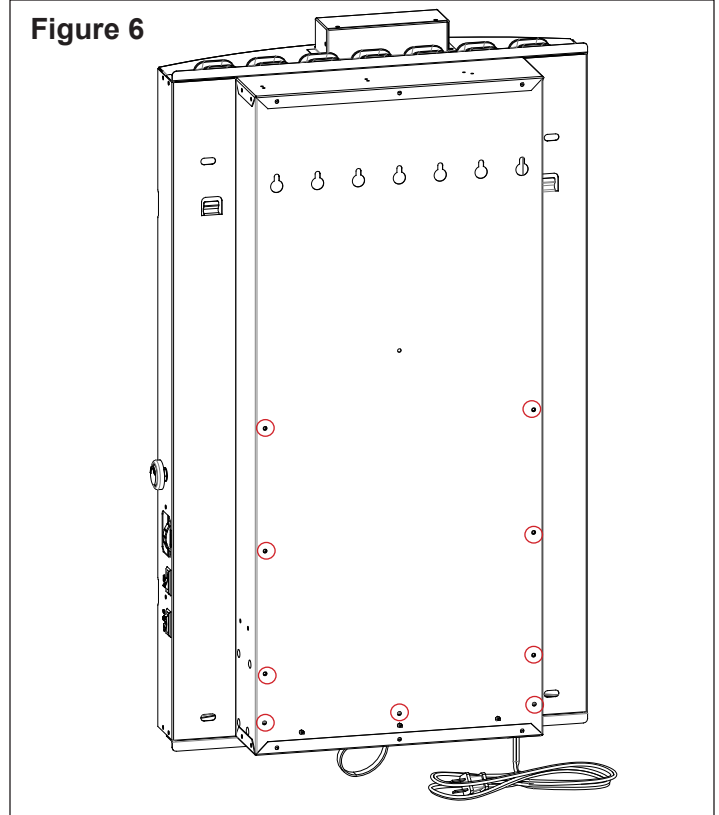
3. Disconnect power before attempting any maintenance.

**! NOTE:** This unit may have been installed to a power source in one of 2 ways:

- Option #1 – Plugged into an outlet: a power cord with plug, inserted into an outlet near or behind the fireplace, unplug the fireplace from the outlet.
- Option #2 – Hardwire connection: power supplied from electrical wire coming from a dedicated, properly fused circuit with 120 Volt, 15 Amp rating directly from the main electrical panel, turn the breaker off at the electrical panel.
  - It is recommended during original installation, there should be an allowance of up to 8 feet of service cable for connecting power supply to the junction box on fireplace.

Hard wire connection can be accessed from inside the

Figure 6



front lower left of the unit if the fireplace is still mounted in the wall. If unit has already been dismantled, the wires can also be accessed from underneath the by removing the screw from the wire housing cover plate.

4. Once the fireplace is removed off of the wall and the wires from the power source have been disconnected, lay the fireplace on a solid surface on its front.

**! NOTE:** If you are laying the unit on a finished surface that is prone to scratching, be sure to cover the work surface with a protective cover.

5. Remove the 9 screws to remove the inner back panel from the outer panel: 4 left, 4 right, 1 lower center of the back panel. (Figure 6)
6. Carefully turn the fireplace over onto its back.
7. Remove the 4 screws that attach the flame panel to the exterior side panel of the fireplace: 2 on the left and 2 on the right. (Located approx. 6" inches from the bottom).
8. Remove the 7 screws from the heater assembly cover: 3 on the front of the cover, 2 on the bottom left and 2 on the bottom right of the chassis – (on the left and right side of the bottom vent). Set the heater assembly cover aside.
9. Remove the 4 screws that secure the heater assembly housing to the bottom of the chassis. The screws are located above and below the heat vent.
10. Cut the wire-tie located in the bottom center area of the light-harness mounting panel, (just above the heater assembly). This will allow the flame panel to slide up more freely.



11. Grasp the heater assembly and slide the heater assembly and rear reflective flame panel up, just enough to reach inside and remove the black wire attached on the right side of the dimmer control board. By removing this wire you will then have the ability to move the assembly without damaging the receiver.
12. After the black wire has been removed from the dimmer control board, move the heater assembly with the rear flame panel farther up into the unit until the panel clears the receiver on the bottom right panel.
13. Carefully pull the flame panel up and out of the fireplace chassis. Some force will be required when sliding and removing this panel.
14. Proceed to the correct "Replacement Instructions" in the following pages for the part in need of repair, (either heater assembly, remote control receiver, or lower light harness).

## HEATER ASSEMBLY REPLACEMENT

**Tools Required:** Philips head screwdriver  
Wire Cutter

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. With the rear flame panel released, carefully turn the rear flame panel over and remove the 6 screws that hold the heater assembly bracket to this panel. (2) on the left flange, (2) on the right flange, (2) on the bottom flange. Once heater assembly is free, lay the flame panel and the heater assembly back down, resting inside the fireplace.
2. Locate the switch housing cover plate to the right of the heater assembly. Remove the 2 mounting screws located on the exterior chassis and free the cover plate from its location.

**! NOTE:** Wires from the thermostat will still be attached so the cover won't completely come out. You can just lift and turn it a ¼ turn, then rest it inside the fireplace opening.

3. Remove the 2 heater assembly mounting brackets off the rear left and the right of the blower motor and fan. Each bracket has 2 screws securing it to the blower assembly.
4. Remove 4 screws on the heat deflector panel attached at the elements and attach it on the same location on the new heater assembly.
5. Attach the mounting brackets to the new heater assembly in the same location as the original heater.
6. Remove the wire connections on the original blower motor; elements; as well as the screw holding the high limit cutout to the heater. Connect these wires and screw onto the new heater assembly and back on to the Heater On/Off switch and remote control receiver in the same positions as the original connections.

**! NOTE:** Using a flat head screwdriver gently pry between the end of the connector and the heater to release

the wires.

7. Re-assemble in reverse order as described above

## LOWER LIGHT HARNESS REPLACEMENT

**Tools Required:** Philips head screwdriver  
Wire Cutter

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. With the rear flame panel has been released, carefully turn the rear flame panel over and remove the 4 screws that hold the heater assembly bracket to this panel. Once heater assembly is free, lay the flame panel and the heater assembly back down, resting inside the fireplace.
2. Remove the 3 screws from the rear flame panel that secure the light harness housing to this back panel.

**! NOTE:** This will allow for better access to the lower light harness.

3. Remove the two (2) screws securing the light block as shown in Figure 6, then remove the light block.
4. Remove the bulbs by turning them counter clockwise.
5. Remove the screws in each relative terminal on the terminal block, which secure the blue and white wires from the light harness.

**! NOTE:** Be sure to note the original configuration of the wires on the terminal block.

6. Cut the wire ties that secure the wire harness to the light harness mounting panel.
7. From underneath the mounting panel, remove the small screw in each socket, which secures the sockets to the panel.
8. Feed the sockets through the opening on the housing panel. You may have to rotate the socket slightly to get them out.
9. Feed the new sockets into the mounting panel and secure with the small screw to the panel. The wires that connect the two sockets should rest in the ledge, which is attached to the bottom of the light harness mounting panel.
10. Connect the new wire harness into the terminal block according to the original configuration.
11. Reassemble in the reverse order as above.

## UPPER LIGHT HARNESS REPLACEMENT

**Tools required:** Phillips head screw driver.  
Wire Cutter

**⚠ WARNING:** If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

**⚠ WARNING:** Unplug (if applicable) or disconnect power at the circuit breaker before attempting any maintenance to reduce the risk of electric shock or damage to persons.



1. Remove glass assembly:
2. Remove the screws securing the glass assembly on the bottom of the chassis (Figure 4).
3. Hold on to the glass assembly with both hands and lift the whole assembly straight up to remove (Figure 5).
4. Set glass assembly aside in an upright position so that the pebbles don't fall out of the top opening.
5. Locate the socket and the wire harness at the top of the fireplace.
6. Remove the light bulb from the socket by turning it counter clockwise.
7. Unscrew the socket ring off the socket and remove the socket out of the socket mounting bracket.
8. Cut the wire harness at the 3rd wire tie on the top panel coming from the socket.
9. With pliers, squeeze the grommet that secures the socket as well as the short end of the cut wire harness to the top panel, and pull the socket with the wire out of the panel.

**! NOTE:** If possible, wire ties should be left in place to re-use on the new wire harness.

10. Insert the new wire harness into the opening down through the top panel.
11. Remove the socket ring off the new socket..
12. Insert the new socket into the socket mounting bracket and secure to the bracket by reconnecting the socket ring.
13. Cut the new harness leaving approximately 8 inches of length to reach from the opening on the top panel to just below the corner where the top meets the back panel of the fireplace.
14. Feed the new wire harness through the wire ties, which secure the light harness to the top of the unit.
15. Connect the original wire harness still inside the fireplace to the new wire harness coming from the top by stripping the ends approx.  $\frac{1}{4}$  -  $\frac{1}{2}$  inch off each of the 4 wires. Connect the wires together with a wire-nut, matching blue to blue; and white to white).

**! NOTE:** You want minimal wiring hanging down from the top, and the connection should be as close as possible to the back corner in order to minimize the chance of the connection being seen through the partially reflective glass, which will sit in front once unit is re-assembled.

16. Re-assembly in reverse order as shown above.

## REMOTE CONTROL RECEIVER RE-PLACEMENT

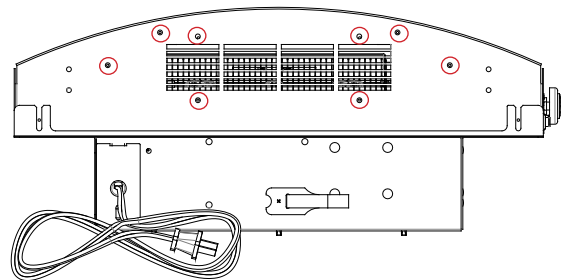
**Tools Required:** Philips head screwdriver  
Needle Nose Pliers

1. Remove glass assembly:
  - Remove the screws securing the glass assembly on the bottom of the chassis (Figure 4).
  - Hold on to the glass assembly with both hands and lift the whole assembly straight up to remove

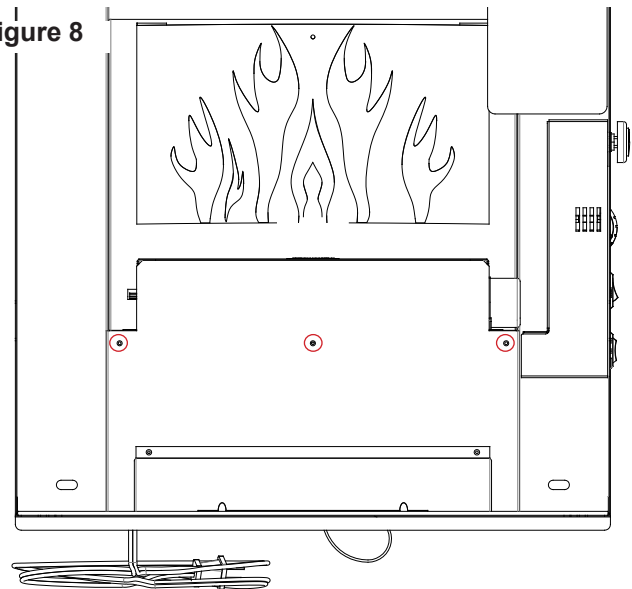
(Figure 5).

- Set glass assembly aside in an upright position so that the pebbles don't fall out of the top opening.
2. With the unit facing up, remove the bottom panel by removing the screws around the outside of the panel (11) and the 8 screws on the bottom. (Figure 7)

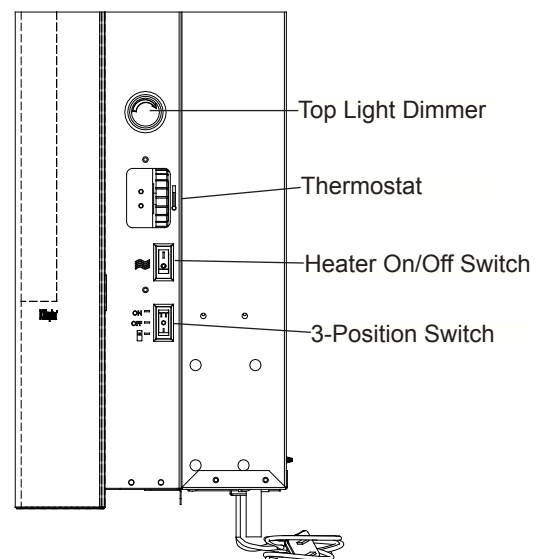
**Figure 7**



**Figure 8**



**Figure 9**



3. Remove the remaining 3 screws holding the center panel on. (Figure 8)
  4. Taking note of the original location of each wire connected to the board, remove each wire and connect them onto the same location on the new receiver board.
- ! NOTE:** Using a flat head screwdriver gently pry between the end of the connector and the receiver to release the wires.
5. Remove the original receiver board off the 4 plastic mounting tabs on each corner of the receiver. To do this, squeeze each mounting tab flange/post either by hand or by or with a pair of needle nose pliers until they are depressed enough to pull the board off.
  6. Once the original board is free from the tabs, align the new board over the mounting tabs and gently press the board onto the tabs.
  7. Re-assemble in reverse order as described above.

## DIMMER CONTROL BOARD REPLACEMENT

**Tools Required:** Philips head screwdriver  
Needle Nose Pliers

1. Remove glass assembly:
    - Remove the screws securing the glass assembly on the bottom of the chassis (Figure 4).
    - Hold on to the glass assembly with both hands and lift the whole assembly straight up to remove (Figure 5).
    - Set glass assembly aside in an upright position so that the pebbles don't fall out of the top opening.
  2. Locate the switch housing cover plate (Figure 9). Remove the 2 mounting screws located on the exterior chassis and free the cover plate from its location.
- ! NOTE:** Wires from the thermostat will still be attached so the cover won't completely come out. You can just rest it inside the opening.
3. Pull the dial off the dimmer controller/potentiometer located on the switch housing panel.
  4. Remove the nut that secures the potentiometer to the housing panel.
  5. Replace with the new potentiometer and secure with the nut from the original one.
  6. With the unit facing up, remove the bottom panel by removing the screws around the outside of the panel (11) and the 6 in the middle. (Figure 7)
  7. Gently pull the panel away from the unit and taking note of the original location, remove each wire and connect them onto the same location on the new control board.

**! NOTE:** Using a flat head screwdriver gently pry between the end of the connector and the control board to release the wires.

8. Remove the original receiver off the 4 plastic mount-

ing tabs on each corner of the receiver. To do this, squeeze each mounting tab flange/post either by hand or by or with a pair of needle nose pliers until they are depressed enough to pull the board off. The tabs can also be cut off and replaced with new ones that come with the board.

9. Once the original board is free from the tabs, align the new board over the mounting tabs and gently press the board onto the tabs.
10. Reconnect the wires onto the new board in the same orientation as the original.
11. Re-assemble in reverse order as described above.

## SWITCH REPLACEMENT 3-POSITION SWITCH AND HEATER ON/OFF SWITCH

**Tools required:** Phillips head screw driver.

**! NOTE:** Your fireplace has both a 3-Position Switch as well as a Heater On/Off switch, both of which are located in the same area on the fireplace; are similar in design; and can be replaced in the same way by following the instructions below.

**⚠ WARNING:** If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

**⚠ WARNING:** Unplug (if applicable) or disconnect power at the circuit breaker before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove glass assembly:
  - Remove the screws securing the glass assembly on the bottom of the chassis (Figure 4).
  - Hold on to the glass assembly with both hands and lift the whole assembly straight up to remove (Figure 5).
  - Set glass assembly aside in an upright position so that the pebbles don't fall out of the top opening.
2. Locate the switch housing cover plate. Remove the 2 mounting screws located on the exterior chassis and free the cover plate from its location.

**! NOTE:** Wires from the thermostat will still be attached; therefore, the cover plate won't completely come out. You can just rest it inside the opening.

3. Locate the switch to be replaced.
4. Disconnect the wiring connections noting their original locations.
5. Depress the retainer clips on 2 sides of the switch and push the switch out from the casing cover.
6. Properly orient the new switch and connect all of the wiring connections according to the original configuration.
7. Reassemble in the reverse order as above.

## THERMOSTAT CONTROL REPLACEMENT

**Tools required:** Phillips head screwdriver.

**⚠ WARNING:** If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

**⚠ WARNING:** Unplug (if applicable) or disconnect power at the circuit breaker before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove glass assembly:
  - Remove the screws securing the glass assembly on the bottom of the chassis (Figure 4).
  - Hold on to the glass assembly with both hands and lift the whole assembly straight up to remove (Figure 5).
  - Set glass assembly aside in an upright position so that the pebbles don't fall out of the top opening.
2. Locate the switch housing on the right side of the fireplace. Remove the 2 mounting screws located on the exterior face of the switch housing to free it from the fireplace.

**! NOTE:** Wires from the thermostat will still be attached; therefore, the cover plate won't completely come out. You can just rest it inside the opening.
3. Remove the 2 screws on the face of the housing holding the thermostat mounting bracket to the switch housing.
4. Remove the thermostat dial by pulling it straight off the shaft of the thermostat control.
5. Remove the 2 small screws that hold the thermostat to the mounting bracket.
6. Disconnect the wiring connections noting their original locations.
7. Properly orient the new thermostat and attach it to the original mounting bracket.
8. Connect all of the wiring connections according to the original configuration.
9. Reassemble in the reverse order as above.

## FLICKER MOTOR/FLICKER ROD REPLACEMENT

**Tools Required:** Phillips head screwdrivers

**⚠ WARNING:** If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

**⚠ WARNING:** Unplug (if applicable) or disconnect power at the circuit breaker before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove glass assembly:
  - Remove the screws securing the glass assembly on the bottom of the chassis (Figure 4).
  - Hold on to the glass assembly with both hands and lift the whole assembly straight up to remove

(Figure 5).

- Set glass assembly aside in an upright position so that the pebbles don't fall out of the top opening.
2. Remove the 7 screws from the heater assembly cover, (3) on the front of the cover, (2) on the bottom left and (2) on the bottom right of the chassis.
  3. Locate the switch housing cover plate. Remove the 2 mounting screws located on the exterior chassis and free the cover plate from its location.

**! NOTE:** Wires from the thermostat will still be attached; therefore, the cover plate won't completely come out. You can just rest it inside the opening.
  4. Remove the flicker rod from the flicker assembly by pulling and twisting the rubber channel section of the rod away from the flicker motor.
  5. With the stubby Philips screwdriver, disconnect the wiring connections of the flicker motor and the capacitor from the terminal block noting their original locations.

**! NOTE:** The capacitor will be re-used. Be sure to note which terminal and wires it's connected to for re-installation.
  6. With the stubby Philips screwdriver, remove the 2 screws that secure the flicker motor to the flicker bracket and remove the motor, sliding the wires out through the protective sheath held by the wire ties and through the casing opening just below the motor.
  7. Mount the new flicker motor to the flicker bracket.
  8. Feed the wires from the new motor back through the casing and protective sheath.
  9. Connect the wires and the capacitor back into the terminal block.
  10. Re-attach the flicker rod to the motor by inserting the rod into the plastic bushing on the left and then pushing the rod with the rubber connector onto the motor shaft.
  11. Reassemble following steps 1 - 4 in the reverse order.

## POWER CORD REPLACEMENT

**Tools Required:** Philips head screwdriver

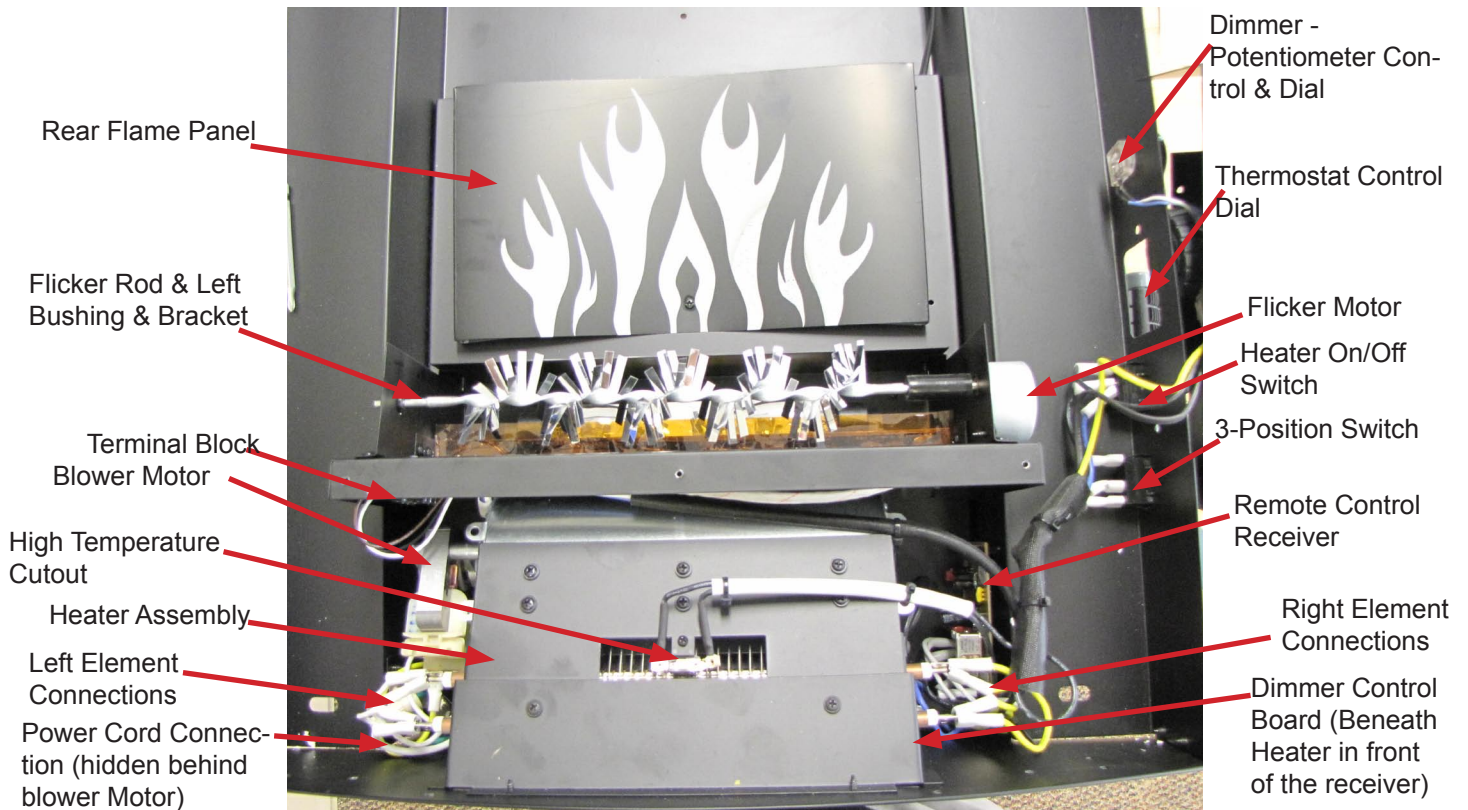
1. Remove the 1 screw that secures the power cord cover plate to the bottom of the fireplace.
2. Disconnect the 2 wire nuts that attach the power cord to the black (L1) and the white (N) wires coming from the inside of the fireplace.

**! NOTE:** (The green wire should be capped by itself since it is not necessary with a polarized power cord).
3. With a pair of pliers, squeeze the strain relief bushing that secures the power cord to the cover plate and pull the bushing with the wire out of the plate.
4. Insert the new power cord through the opening on the cover plate with the bare ends facing the inside of the fireplace. Secure the stripped end of the power cord to the plate with the replacement strain relief bushing leaving approximately 2 ½ - 3 inches of length to go inside the fireplace.



## ASSEMBLY PART PICTURES

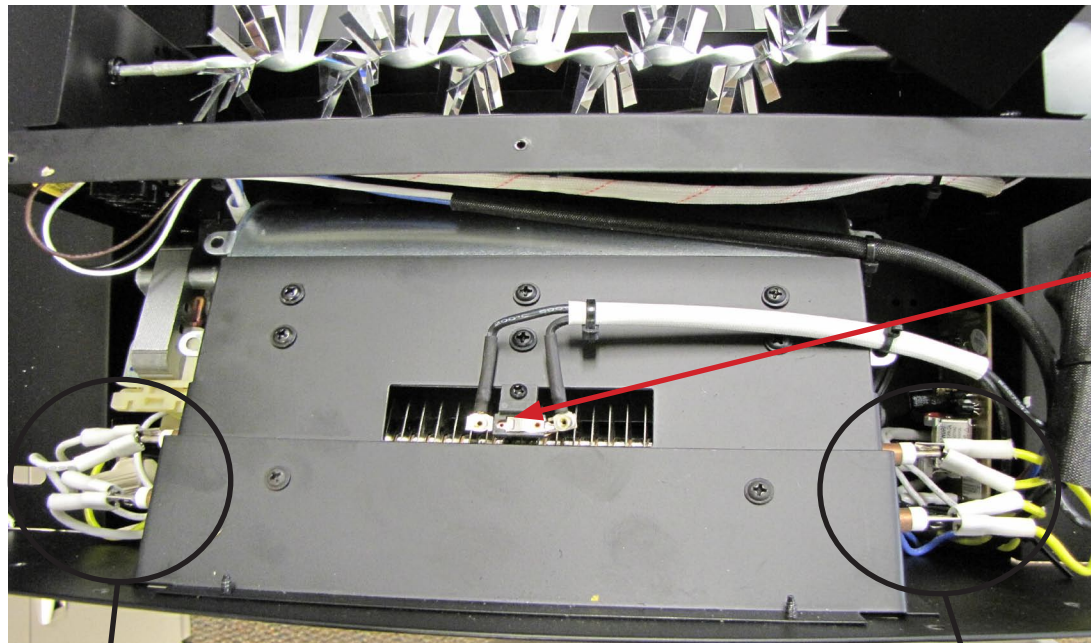
### Interior View with Rear Flame Panel Still Attached to the Chassis



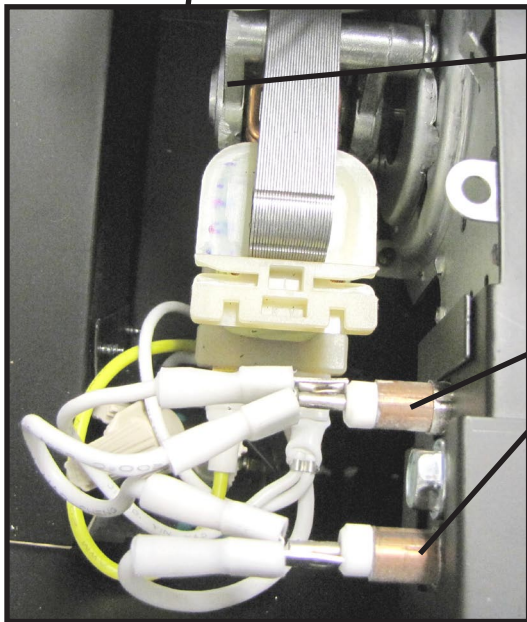
### Interior View with Rear Flame Panel Detached from the Chassis



## Heater Assembly

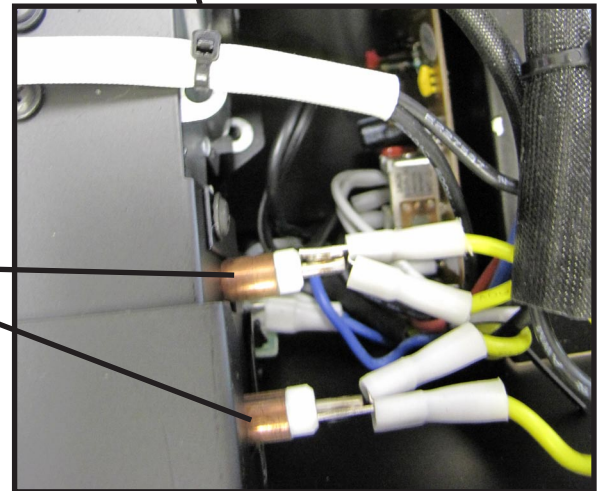


High Temperature Cutout

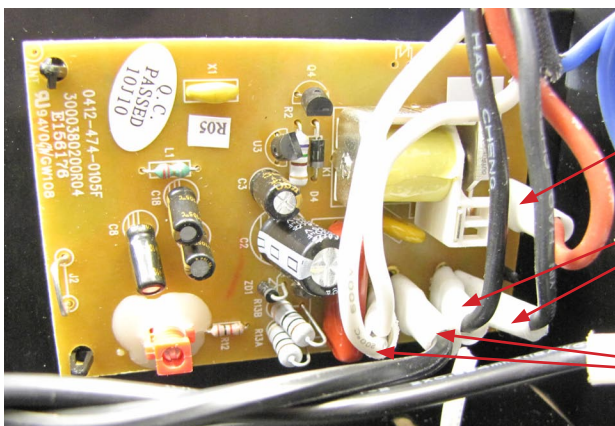


Blower Motor

Elements



## Remote Control Receiver



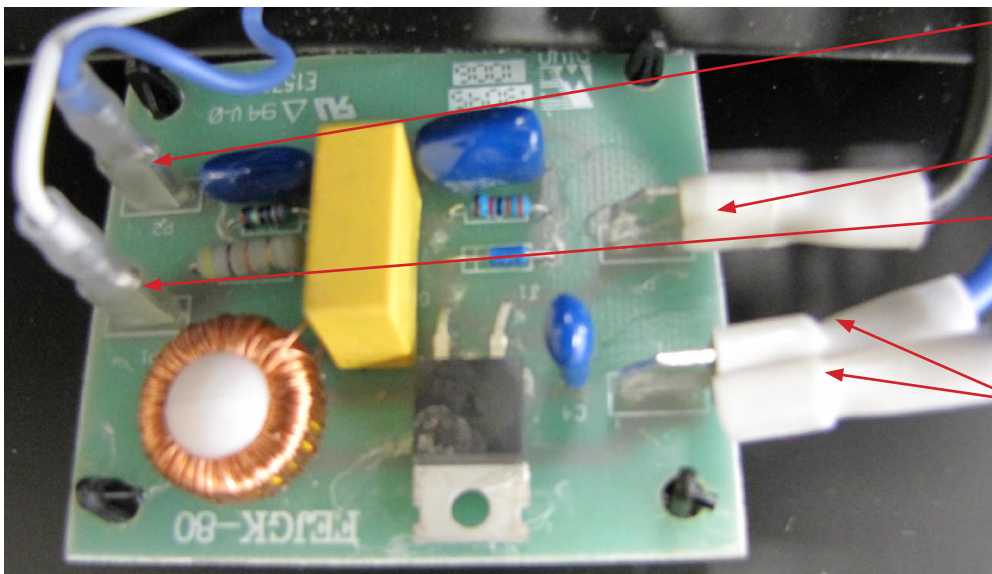
"L" - Connects to Remote side of the 3-Position Switch

Switch Output - Connects to On side of the 3-Position Switch  
- "Piggy Back" Connects to High Temperature Thermal Cutout

Switch Output - Connects to Upper Light Bulb  
- "Piggy Back" Terminal Block and Blower Motor



## Dimmer Control Board



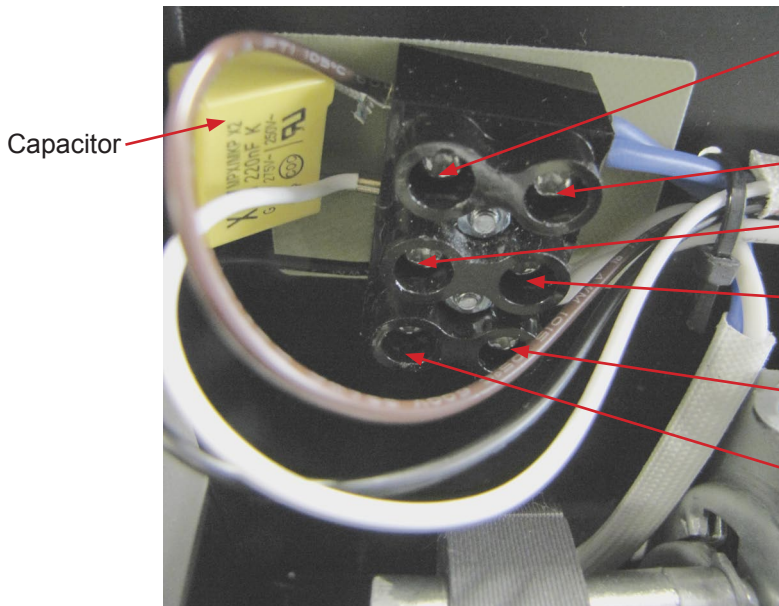
"P2" - Connects to the Potentiometer

"P" - Connects to the Terminal Block

"P1" - Connects to the Potentiometer

"L" - Connects to Upper Lights

## Terminal Block



Capacitor

Connects to Capacitor and Flicker Motor

Connects to the Lower Light Assembly and the Remote Control Receiver

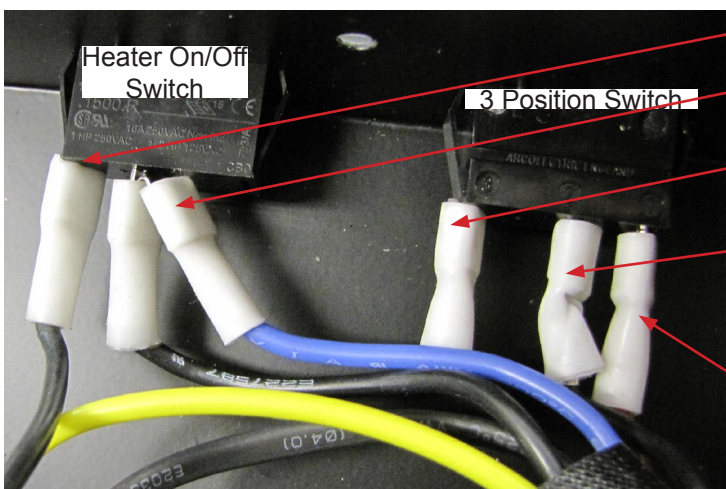
Connects to Capacitor and Flicker Motor

Empty

Connects to the "On" side of the Heater Switch and the Lower Light Assembly

Connects to Flicker Motor

## Switch Housing Interior View



Connects to Thermostat

Connects to the Terminal Block and the High Temperature Cutout

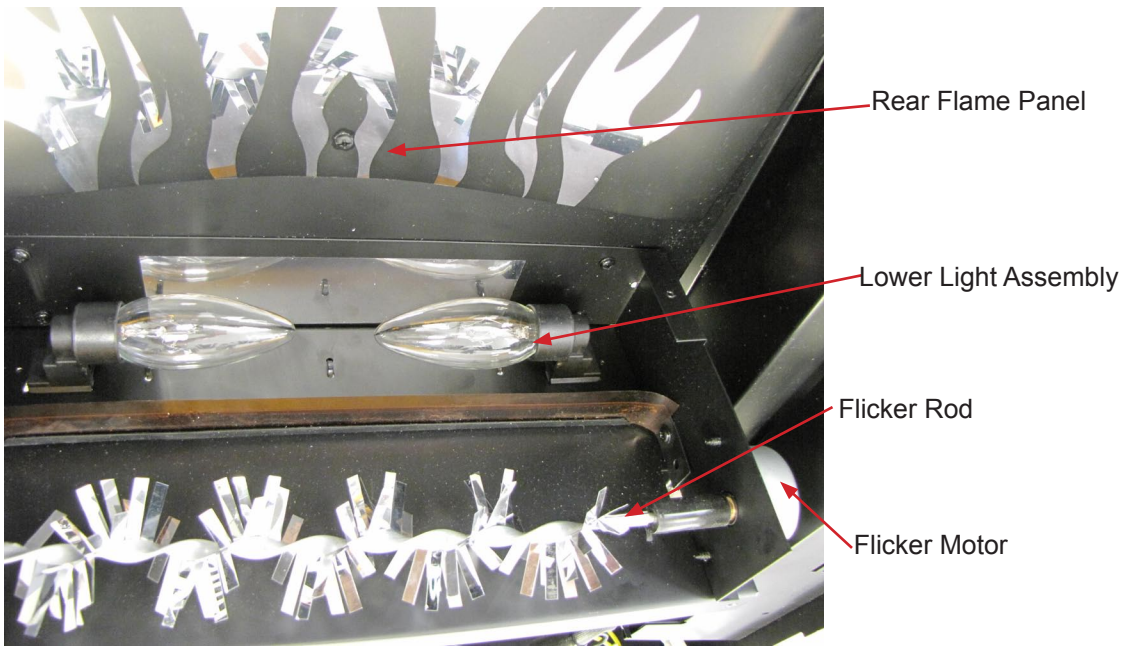
Connects to Switch Output on Remote Control Receiver

Power Cord

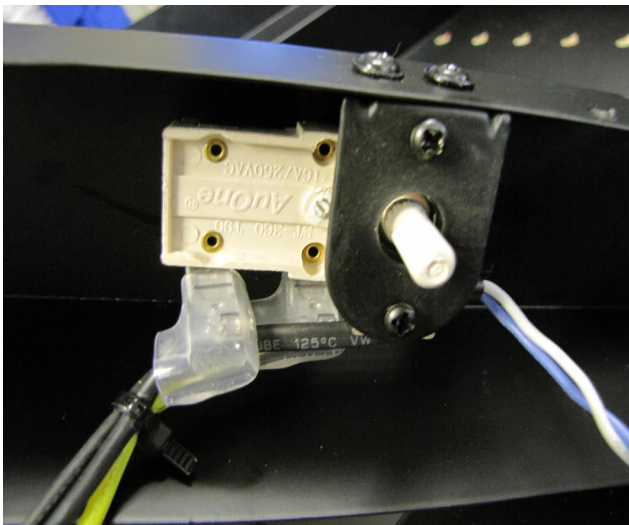
Connects to the "L" on the Remote Control Receiver



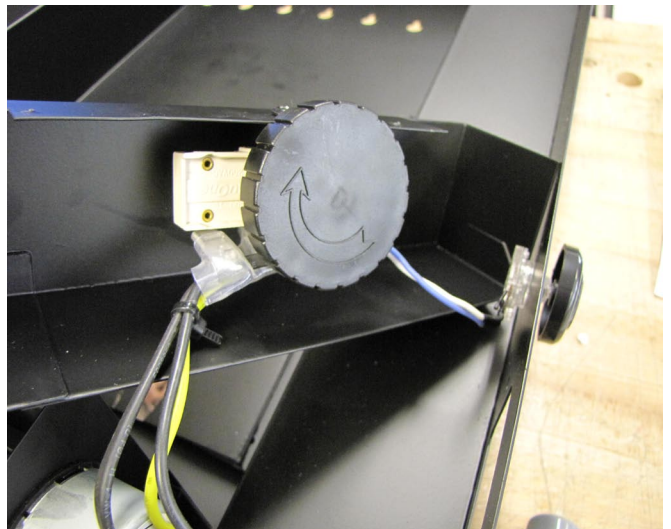
### Lower Interior View



Interior View Thermostat and Dimmer Control/  
Potentiometer - Dial Removed



Interior View Thermostat and Dimmer Control/  
Potentiometer - Dial attached



## TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
<b>General</b>		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Unit turns on or off by itself	Remote control has a similar frequency to other remotes in the area.	Replace Remote Control. Initialize to Remote Control Receiver.
	Radio frequency disturbance from outside sources.	Replace Remote Control and Remote Control Receiver where necessary. Initialize Remote Control and Receiver.
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize Remote Control and Receiver.
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Power cord gets warm	Normal Operation	The power cord may get slightly warm to the touch when the heater is on
	Defective power cord	Replace power cord if cord gets hot to the touch.
<b>Appearance</b>		
Fireplace does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming voltage from the electrical wall socket	Check Fuse/Breaker Panel
	Loose wiring	Check wiring connections
	Defective 3-Position On/Off switch	Replace 3-Position On/Off switch
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize Remote Control and Receiver.
Fireplace does not turn on using the Remote Control	Improper operation	Refer to Operation Section
	Remote control not initialized to fireplace	Initialize the remote control
	Defective remote control	Install new battery into the remote control. Reinitialize remote where necessary Replace Remote Control Receiver or Remote Control where necessary. Initialize Remote Control and Remote Control Receiver
Flame Frozen	Defective Flicker motor	Replace Flicker motor
	Loose wiring	Check wiring connections
Flame not bright or flame not visible	Burnt out light bulbs	Replace light bulbs
	Loose wiring	Check wiring connections
	Defective light harness	Replace light harness
Log set dim, not glowing	Burnt out light bulbs	Replace light bulbs
Flame Shudder	Defective Flicker motor	Replace Flicker motor
Light leaking around the log set	Log set not positioned properly	Check log set for proper fit

PROBLEM	CAUSE	SOLUTION
<b>Heater</b>		
Heater is not turning off	Improper operation	Refer to Operation Section
	Defective heater on/off switch	Replace heater on/off switch
	Defective thermostat	Replace thermostat
	Defective Remote Control Receiver	Replace Remote Control Receiver
Heater is not turning on	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit.
	Defective heater on/off switch	Replace heater on/off switch
	Defective thermostat	Replace thermostat
	Defective heater assembly	Replace heater assembly
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective heater assembly	Replace heater assembly
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Defective thermostat	Replace thermostat
	Loose wiring	Trace wiring in unit
	Defective heater assembly	Replace heater assembly
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective heater assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater assembly.
Heater fan runs continuously	Loose wiring	Trace wiring in unit
	Defective heater on/off switch	Replace heater on/off switch
	Defective thermostat	Replace thermostat
	Defective heater assembly	Replace heater assembly
<b>Noise</b>		
Excessive noise with the heater on	Dirty heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective heater assembly	Replace heater assembly
Grinding or excessive noise with the heater off	Moving Flicker rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective Flicker motor	Replace Flicker motor